

**Third Party Administrator – Performance Report
April 2011**

Agenda Item 8.c.ii.
05/12/11 Meeting

Medical and Pharmacy Claims Processing	Contracted Level	Level Met	Data Descriptions
"Clean" claims processed within 10 business days.	90%	100%	3,521 of 3,521 total claims
"Clean" claims processed within 30 calendar days.	100%	100%	3,521 of 3,521 total claims
Financial accuracy of claims paid.	99%	100%	\$1,897,351.39 of \$1,897,351.39 audited
Claims processed (paid and unpaid) without a payment error.	98%	100%	245 of 245 claims audited
Procedural accuracy rate for processing of claims.	97%	100%	245 of 245 claims audited
Disputed claims resolved within 30 calendar days	95%	100%	8 disputed claims
Disputed claims resolved within 60 calendar days	100%	100%	8 disputed claims

Subscriber Health Care Service Appeals	Contracted Level	Level Met	Data Descriptions
Resolution of non-urgent pre-service, post-service, and pharmacy appeals and complaints within 30 calendar days.	98%	100%	1 appeal, 1 complaint
Resolution of urgent pre-service and pharmacy appeals within 48 hours.	80%	100%	2 appeals

Customer Service - Subscribers	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	81.0%	1,363 of 1,683 calls answered within 30 seconds; average of 30 seconds
Subscriber issues resolved within the same business day.	90%	95.4%	1,098 of 1,151 issue calls
Maximum call abandonment rate.	5%	4.3%	73 of 1,683 calls
Maximum line busy rate.	3%	N/A	0 busy out of 1,683
Voicemails answered within two business days.	90%	100%	2 voicemails
Subscriber complaints resolved within 30 calendar days.	95%	100%	1 complaint

Third Party Administrator – Performance Report April 2011

Provider Technical Support	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	82.0%	1,208 of 1,473 calls answered within 30 seconds; average of 28 seconds
Provider issues resolved within the same business day.	90%	96.9%	1,551 of 1,601 issue calls
Maximum call abandonment rate.	5%	2.2%	33 of 1,473 calls
Maximum line busy rate.	3%	N/A	0 of 1,473 calls
Voicemails answered within two business days.	90%	N/A	0 voicemails
Provider appeals resolved within 30 calendar days.	95%	N/A	0 provider appeals

Subscriber Material Production and Distribution	Contracted Level	Level Met	Data Descriptions
ID cards sent within 10 days of receiving enrollment information from administrative vendor.	100%	100%	449 of 449 ID cards; average of 1.54 days
ID card accuracy.	100%	100%	449 of 449 ID cards
New subscriber materials sent within 10 business days of receiving enrollment information from administrative vendor.	100%	100%	449 of 449 packets; average of 1.54 days

Independent External Review (IER)	Contracted Level	Level Met	Data Descriptions
Expedited IER requests transmitted to administrative vendor within two business days.	100%	N/A	0 request
Standard IER requests transmitted to administrative vendor within five business days.	100%	N/A	0 request

Administrative Hearings	Contracted Level	Level Met	Data Descriptions
Requests for subscriber case files transmitted to Managed Risk Medical Insurance Board within five business days.	100%	N/A	0 request